



COURSE SYLLABUS

Course title: Hotel Management and Operations

Content (Syllabus outline):

Introduction to hotel management

- types of lodging establishments
- historical development of hotel industry
- the role of hotels in tourism
- hotel products/services
- characteristics of hotels
- hotel grading systems

Hotel operations

- organization/structure of hotel departments
- type of hotel departments
- cooperation between hotel departments
- quality of services and guest satisfaction

Front office department

- the role and tasks of FO
- job descriptions and work process
- FO technology
- organization, processes and procedures
- financial operations
- supervision and control

Hotel housekeeping department

- the role and tasks of HK department
- job descriptions and work process
- HK technology
- organization, processes and procedures
- financial operations
- supervision and control

Food and beverage department

- the role and tasks of F&B department
- job descriptions and work process
- F&B technology
- organization, processes and procedures
- financial operations
- supervision and control

Maintenance and hotel security

- the role and tasks department
- job descriptions and work process
- technology in security
- organization, processes and procedures
- financial operations
- supervision and control



Trends in hotel industry

- trends in technology
- trends in hotel construction
- environmental trends in hotel industry